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**Office of State Budget and Management**  
**Establish New, Receipt-Supported Positions**  
 (G.S. 143-34.1)

**Agency:** Dept of Health and Human Services

**Division:** Services for the Deaf and the Hard of Hearing

**Budget Code:** 67425

**Center Title:** Wireless

**Center Number:** 6726

**\*\*\* Position Information \*\*\***

**Proposed Classification:** Program Assistant V (00410) **Proposed Salary Grade:** 61

**Salary Range:** \$24,101 - \$35,412 **Proposed Effective Date:** 01 / 01 / 06

**Number of Positions:** 2

**Center Authorized Budget**

**Current Request**

Total Budget	\$784,133	\$75,834
Receipts	<u>\$784,133</u>	<u>\$75,834</u>
Appropriation	\$0	\$0

**Funding Source(s):** Wireless Connections Surcharge Receipts

Justification for Position (including description of duties and responsibilities): The Division's statutory mission includes the distribution of specially-designed telecommunications and emergency alerting equipment to eligible Deaf, Hard of Hearing and Deaf-Blind North Carolinians and outreach to promote awareness of resources for achieving equal access to the telecommunications system and other community resources.

As a result of the Division's extensive outreach endeavors, there has been an overwhelming increase in the demand for services, far outstripping staff capacity to meet the demand. The level of demand for services is anticipated to remain significantly high.

An indication of the need to enhance staff capacity is that despite the increased public awareness, only less than 5% of all eligible North Carolinians to date have received needed equipment. (North Carolina has over 1 million people with hearing loss.) Prior to the start of our media campaign, our Division received an average of 275 telephone inquiries about our equipment and services. In the first month of our campaign, we received 5,500 inquiries. We now receive an average of over 1500 inquiries monthly. There is a six-month waiting list for CapTel, a specific type of telephone equipment very appropriate for many Hard of Hearing people. And there is close to a two-month waiting period for hearing aids with the t-coil, designed to enable people to use the telephone. The reason for the long waiting period is the lack of staff capacity to quickly process the enormous number of applications and invoices arriving daily. The Program Assistants we currently have devote all their time to the processing of applications and invoices and are unable to do their other duties such as assisting with

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the coordination of outreach endeavors. Furthermore, many of our vendors that provide the equipment to our customers cannot afford the long delay in payment.

Description of Duties and Responsibilities:

Administrative Support 75%

- Develop and maintain system for processing applications, recruiting and evaluating vendors, and tracking status of applications.
- Develop and maintain system for processing invoices for equipment ordered.
- Develop information processing tools, such as spreadsheets and databases, and maintain databases.
- Maintain updated list of approved vendors.
- Keep track of all vendor equipment records and client records.
- Communicate program requirements to vendors.
- Assist with application review process.

Public Relations 25%

- Assist with the promotion of Telecommunication and Emergency equipment distribution programs (TEDP and EEDP) to the public.
- Assist program coordinators in planning and coordination of technical and consumer-focused trainings.
  - Coordinate logistics with participating vendors and prepare agendas, training materials and handouts.
- Coordinate scheduling and logistics of public outreach events, such as conventions, booths, presentations, equipment demonstration events, and so forth.
  - Coordinate travel for program staff, arrange sign language interpreters, prepare all equipment and display materials for outreach events.

Statutory Reference for Request: G.S. 62-157, G.S. 143B-216.33

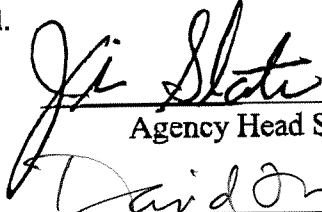
The requested amount will cover salary of \$59,514 (\$29,757/position) and fringes of \$16,320 (\$8,160/position). No estimates for equipment, supplies, etc. for each position are included.

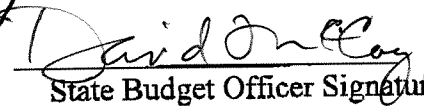
Jim Slate

Presentation to be made by

Interim Director, B & A

Title

  
Agency Head Signature

  
State Budget Officer Signature